



**To:** Ted Garcia, Joanne Bachmann, Jim Gale, Chad Davis, Esther Perea  
**From:** Franz Joachim  
**CC:** Public File  
**Date:** July 25, 2006  
**Re:** Closed Captioning Issues

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Starting on July 12<sup>th</sup>, when we cut over to the new Utah MC 2020 master control switcher, closed captioning began to be affected.

It was found that the Grass Valley Kameleon Media Processors were moving the captioning information from Line 21 to Line 19, essentially rendering it invisible to the viewer. The issue was reported by Master Control operators. Engineering found the root problem and resolved it.

The next issue that arose involved not only inconsistent captioning, but a corruption of the captioning when it did appear. Starting on July 20<sup>th</sup>, Master Control operators noticed that closed captioning was garbled intermittently. Monitoring revealed that it was leaving the station in good order, but upon return from the transmitter it was garbled. Engineering has observed spiking in the line 21 video levels leaving the station and it is believed that the spikes are being exacerbated in the transmission stream. Efforts are underway to deal with this problem.

The Director of Engineering has made closed captioning the department's top priority. If the problems are not resolved by end of business tomorrow, we will bring in an outside engineering consultant to troubleshoot and correct the issues.

DOW, LOHNES & ALBERTSON, PLLC  
ATTORNEYS AT LAW

TODD D. GRAY  
DIRECT DIAL 202-776-2571  
tgray@dialaw.com

WASHINGTON, D.C.  
1200 NEW HAMPSHIRE AVENUE, N.W. • SUITE 800 • WASHINGTON, D.C. 20036-6802  
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ONE RAVINIA DRIVE • SUITE 1600  
ATLANTA, GEORGIA 30346-2108  
TELEPHONE 770-901-8800  
FACSIMILE 770-901-8874

December 22, 2004

VIA HAND DELIVERY

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

Attention: Consumer & Governmental Affairs Bureau  
Consumer Inquiries & Complaints Division  
Suite 4C-763

Re: Response to Notice of Informal Complaint (NOIC) – Disabilities-Related  
FCC File No. 04-N93274, Justin De Mello

Dear Ms. Dortch:

On behalf of the Board of Regents of the University of New Mexico and Board of Education of the City of Albuquerque, New Mexico, licensee of noncommercial educational station KNME-TV, Albuquerque, New Mexico ("KNME"), we transmit herewith KNME's response to the Notice of Informal Complaint, dated November 30, 2004, from the Complaints & Inquiries Division, Consumer & Governmental Affairs Bureau, relating to the referenced matter.

Should any questions arise concerning the Agreement, kindly contact undersigned counsel for KNME.

Very truly yours,



Todd D. Gray

cc w/encl. Jenifer Simpson, FCC (via email)  
Complainant Justin De Mello

Subject: Re: Fri PM captioning problem  
To: cdavis@knme.org,  
tgarcia@knme.org  
Cc: jbachmann@knme.org

>  
> Not In My Family - no closed cap.  
> -RF-

Despite early warnings to KOAT and repeated attempts by KNME engineering and operations to reach KOAT engineering, the audio from KOAT's microwave exhibited a significant and increasing level of buzz. By Friday afternoon the audio buzz had rendered the feed from KOAT un-airable. I made numerous phone calls to various departments at KOAT, making it clear that the quality of their product was unacceptable, and finally got a commitment to use their sat truck to uplink a feed to us. Thanks to Taz Painter for facilitating and Brad Carter (KOAT's sole engineer on duty) for steam rolling the process on KOAT's end. We got a clean video and audio feed from KOAT in time for air.

Unfortunately, and unforeseen and unintended consequence of using the KOAT decoder at KNME was the stripping of line 21 caption information. We worked until 7:30 to rectify, but were unable to restore captioning. We did secure captioned masters for the re-air on KNME on Sunday morning and the broadcast on KENW on Monday. All further broadcasts will have captioning.

--

Franz Joachim  
Manager, Production and Operations  
KNME-TV5 KNME-DT 35 KNMD-DT9

1130 University Blvd. NE  
Albuquerque, NM 87102

505.277.0492 office  
505.379.0338 cell  
505.277.2191 fax

fjoachim@knme.org



Date: Sat, 7 Jan 2006 10:27:10 -0700 (MST)  
Subject: [Fwd: Re: Fri PM captioning problem]  
From: tgarcia@knme.org  
To: cdavis@knme.org  
Cc: jbachmann@knme.org,  
jgale@knme.org  
User-Agent: SquirrelMail/1.4.4

Hi!

Franz's communication should be placed in KNME's public file in order to document the loss of captioning on our primary/premier broadcast.

Thanx!

TAG

----- Original Message -----  
Subject: Re: Fri PM captioning problem  
From: "Franz Joachim" <fjoachim@knme.org>  
Date: Sat, January 7, 2006 9:44 am  
To: cdavis@knme.org  
tgarcia@knme.org  
Cc: jbachmann@knme.org  
-----

>  
> Not In My Family - no closed cap.  
> -RF-

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Franz Joachim  
Manager, Production and Operations

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1130 University Blvd. NE  
Albuquerque, NM 87102

505.277.0492 office

505.379.0338 cell

505.277.2191 fax

fjoachim@knme.org

# KNME

**TV 5/DT 35**  
S I N C E 1 9 5 8

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December 17, 2004

via hand delivery

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Inquiries & Complaints Division  
445 12th Street S.W.  
Suite 4C-763  
Washington, DC 20554

Re: Notice of Informal Complaint (NOIC) – Disabilities-Related  
FCC File No. 04-N93274, Justin De Mello

Dear FCC:

Noncommercial educational Station KNME-TV, Albuquerque, New Mexico, licensed to the Regents of the University of New Mexico and the Board of Education of the City of Albuquerque, New Mexico ("KNME"), hereby responds to the above-referenced letter, dated November 30, 2004, from the Federal Communications Commission ("FCC") Complaints & Inquiries Division, Consumer & Governmental Affairs Bureau.

The FCC letter indicates that a complaint has been filed by a viewer who receives the Station KNME-TV signal through the Dish Network service of Echostar, alleging that no closed captioning, or garbled closed captioning, was received by the complainant on September 14, 2004 at 11:44 a.m. (program: "Reading Rainbow") and on September 13, 2004 at 6:13 p.m. (program: "BBC World News"). The complainant asserts that the Dish Network's program channel guide indicated that closed captioning would be provided for each of the two programs.

KNME has reviewed the matter and in so doing has contacted the providers of the two programs at issue. Their written responses are enclosed. As the enclosed documents indicate, the producer of the "Reading Rainbow" program has indicated that Reading Rainbow episode #1405, My America: A Poetry Atlas of the United States, as aired on Station KNME-TV on September 14, 2004, was closed captioned; and the presenting station for "BBC World News" has indicated that it is *not* a closed captioned program.

With respect to the September 14, 2004 airing of "Reading Rainbow," as noted above, the program is closed captioned by the provider of the program. Station KNME-TV has the capability to pass through captions in programs provided by others, and it always does so. KNME cannot be certain of how or where the claimed closed captioning problems arose, whether with the program producer in connection with this one episode of the program, some malfunction in station KNME-TV's equipment, a failure by Dish Network to successfully process and transmit the captions, or some problem with the viewer's equipment. KNME has not found any difficulties with its own ability to pass through captions of already captioned programming, as required by FCC rules. Therefore, KNME has no reason to believe that the captions were not in fact broadcast by Station KNME-TV in its over-the-air signal on September 14, 2004. KNME suggests that, notwithstanding assertions by Dish Network, the problem likely arose there, or at the viewer's location.

1130 University Blvd. N.E. • Albuquerque, NM 87102-1702 • (505) 277-2121 • Fax (505) 277-2191

A Community Service of The University of New Mexico and The Albuquerque Public Schools



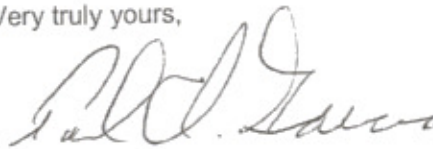
With regard to the September 13, 2004 airing of "BBC World News," KNME notes that it is not required to caption any specific program in order to comply with the FCC's closed captioning regulations. Rather, the FCC's closed captioning rules (47 C.F.R. § 79.1, *et. seq.*) require an aggregate amount of closed captioned programming per calendar quarter. Therefore, the mere fact that "BBC World News" was not captioned does not indicate any violation of the FCC's rules.

KNME has tried to ascertain why the Dish Network program channel guide indicated that the "BBC World News" program was closed captioned. What is clear is that this problem did not originate with KNME. To the best of KNME's knowledge, Dish Network obtains program guide information from Tribune Media Services which itself obtains information on public TV program schedules for stations throughout the country from Myers Information Systems, Inc. ("Myers"). Myers provides traffic management software and services to public TV stations, including KNME, and therefore collects and distributes program schedule information to various multi-channel video distributors such as Dish Network. KNME's inquiry through Myers suggests that Myers listed the program as being closed captioned because the distributor of the "BBC World News" program may have originally incorrectly identified the program to Myers as being closed captioned. KNME itself also relied on Myers for captioning information for its own monthly magazine and programming guide (entitled "VENTANA"), which also has previously indicated that closed captioning was available for the "BBC World News" program. Although the KNME is not legally required to caption the program, and it does not appear that the Complainant relied on KNME's VENTANA listings, the KNME will take appropriate steps to review its publication practices in order to avoid similar mistakes in the future, and it has apprised Myers of the problem with the captioning information now distributed through Myers with respect to the "BBC World News" program. Hopefully, this will resolve the matter.

KNME is sensitive to the closed captioning concerns of its viewers, and fully supports the broadcast access that captioning provides to those with disabilities. Accordingly, KNME strives to comply fully with the FCC's closed captioning regulations for Station KNME-TV. KNME is confident that issues raised by the Complainant relating to the programs identified in the complaint do not reflect any violations of the FCC's rules by KNME-TV.

Should the FCC require any additional information regarding this matter, kindly contact the undersigned.

Very truly yours,



Ted A. Garcia  
General Manager & CEO  
Station KNME-TV

Enclosures

cc: Jenifer Simpson (via email at [jenifer.simpson@fcc.gov](mailto:jenifer.simpson@fcc.gov))  
Justin DeMello



Federal Communications Commission  
Washington, D.C. 20554

November 30, 2004

KNME-TV (VHF)  
Channel 5  
1130 University Blvd., N.E.  
Albuquerque, NM 87102

Attention: Ted A. Garcia, General Manager

**Re: Notice of Informal Complaint (NOIC) -- Disabilities-Related  
FCC File No. 04-N93274, Justin De Mello**

Dear Mr. Garcia:

The Federal Communications Commission (FCC) has received an informal complaint about closed captioning problems from Justin De Mello of Albuquerque, New Mexico. Specifically, the consumer alleges:

**Lack of Closed Captioning**

On Channel 5, KNME-TV

- a. On 9/14/04, at 11:44 a.m. MTN Time, program called "Reading Rainbow," scheduled for 11:00 a.m.-2:00 p.m.; consumer writes: "No captions but now and then a string of complete gibberish comes out as captions with special characters and letters strung together."
- b. On 9/13/04, at 6:31 p.m. MTN Time, program called "BBC World News," scheduled at 6:30-7:00 p.m.; consumer reports no closed captioning.

Consumer asserts that Dish Network's program channel guide says the programs are closed captioned.

The consumer's TV services provider, Echostar, writes in their letter to FCC: "... no issues with our uplink passing the closed captioning signals.... nor ... with our receivers ... Echostar is confident that the problems ... stem from programmers' failure to provide closed captioning in the first place or in some instances to provide legible data."

**Remedies Requested**

Pass through and provision of closed captioning in compliance with FCC hourly and quarterly requirements.

The enclosed informal complaint has been filed with the Commission and refers to Section 305 of the Act, 47 U.S.C. §305, and Sections 76.606 and 79.1 *et al.* of the Commission's Rules, 47 C.F.R. §§ 76.606, 79.1 *et al.* and the authority delegated in section 0.141 of the Commission's rules, 47 C.F.R. §0.141 *et al.* Upon receipt of this Notice, your company should acknowledge



receipt of this Notice and of the enclosed complaint to the complainant using the contact information provided below.

We are forwarding a copy of the complaint record so that your company may satisfy or answer the complaint based on a thorough review of all relevant records and other information. Your company should respond specifically to all material allegations raised in the complaint and summarize the actions taken by your company to satisfy the complaint.

**Your company's response to the complaint must be filed with the Commission in writing within THIRTY DAYS of the date of this Notice.** The original of your response should be sent to the Consumer & Governmental Affairs Bureau, Consumer Inquiries & Complaints Division, 445 12th Street S.W., Suite 4C-763, Washington, D.C. 20554. Due to heightened security measures undertaken in Washington, D.C., and at this agency, you should send an electronic copy of this letter also to [Jenifer.Simpson@fcc.gov](mailto:Jenifer.Simpson@fcc.gov). Your company is further directed to send a copy of its response to the complainant at the same time the response is forwarded to the Commission. Your company is directed to retain all records that may be relevant to the complaint until final Commission disposition of the complaint.

**File Number**

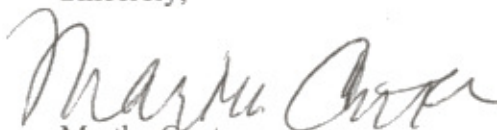
FCC No. 04-N93236

**Complainant**

Justin De Mello  
P.O. Box 2248  
El Prado, NM 87529  
TTY: (505) 776-3198 via CapTel 1-877-243-2823  
Fax: 505-776-3198  
Email [justindemello@aol.com](mailto:justindemello@aol.com)

A resolution for the allegation is expected.

Sincerely,



Martha Contee  
Chief, Complaints & Inquiries Division  
Consumer & Governmental Affairs Bureau

Enclosure


Cc: Regents UNM/BoE-Albuquerque, 1130 University Boulevard, NE, Albuquerque, Nm 87102

# COMPLAINT FOR JUSTIN DE MELLO

Complaint Type: Satellite

Account Type: Residential

☐ Congressional Complaint

IC Number:	04-N93274	Case Type:	Complaint
Date Received:	09/10/2004 	Complainant:	Justin De Mello
Date Entered:	09/14/2004	Date Assigned:	09/14/2004
Entered By:	Jenifer Simpson	Date Reassigned:	
Assigned To:	Jenifer Simpson/FCCIN	Service Date:	11/30/2004 12:00:00 AM
		Served By CGB - Jenifer Simpson	
Date Closed:		Response Date:	12/30/2004
Closed By:		Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:
		Removed By:	Removed Date:

Current Status: Pending Carrier Reports

Associated Case:

## Complaint Summary:

Justin De Mello sent email to the FCC stating he is a profoundly deaf individual and that he is shocked at how poorly captions are provided to him. He states he can be reached via Captel 1-877-243-2823 and then phone number. Via several emails he sent lists of the programs for which he does not receive closed captioning.; He also wrote: "I find that many programs on just about every channel I have watched (prerecorded or not) will cease captioning on the last few moments of the program. There is nothing more maddening than spending an hour watching a program only to be cut off the last 2 or 3 minutes of the show."

Apparent Carrier(s):  
 KWBQ-TV  
 KRQE-TV  
 KOB-TV  
 KRPV-TV  
 KCHF-TV  
 KNME-TV  
 KASA-TV  
 KASY-TV

☐ Yes<<< Check here if you wish to serve both a Wireline and Wireless carrier.

Problem Number:			
Title: None	First Name: Justin	Middle Initial:	Last Name: De Mello
Contact Name:		Best Time to Call:	
Contact Number:	505-776-3198 Ext.	Fax Number:	(505) 776-3198
TTY Number:			
Email Address:	justindemello@aol.com	Internet Address:	
PO Box:	2248	Address:	29 Del Norte
City:	El Prado	State: NM	Zip: 87529

On Behalf Of:	
Company Name:	
Party's Name:	Relationship with the Party:
Party's Contact Number: Ext.	PO Box:
	Address:
	City:State:Zip:
Other Party that can be contacted?	
Name:	Relationship:
Contact Number: Ext.	Address:
	City, State: Zip:



October 22, 2004

Martha Contee  
Chief, Complaints & Inquiries Division  
Consumer & Governmental Affairs Bureau  
Federal Communications Commission  
445 12th Street, SW Suite CY-B523  
Washington, DC 20054

**Re: Notice of Informal Complaint (NOIC)—Disabilities Related  
FCC File No. 04-N93274, Justin De Mello**

Dear Ms. Contee:

As directed by the Consumer & Governmental Affairs Bureau's notice dated September 24, 2004 EchoStar hereby provides its response to the informal complaint filed by Justin De Mello of Albuquerque, New Mexico.

EchoStar is cognizant of the importance that closed captioning plays in providing access to television for persons with hearing disabilities. EchoStar takes this issue very seriously, and upon notification of this closed captioning complaint being filed with the FCC, an internal investigation was commenced.

Mr. De Mello's complaint alleged closed captioning problems on multiple channels, including his local broadcast stations as well as other networks. Specifically, Mr. De Mello cited problems ranging from lack of closed captioning to dropped or missing closed captioning. Our investigation revealed that there are no issues with our uplink passing the closed captioning signals from any programmers, nor are there problems associated with our receivers rendering the signals on the consumers' screen. EchoStar is confident that the problems Mr. De Mello has experienced stem from the programmers' failure to provide closed captioning in the first place or in some instances to provide legible data.

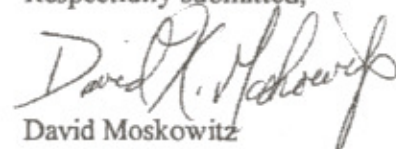
We did find that in many cases the electronic programming guide (EPG) states that a particular program is aired with closed captioning, when in fact, it is not. The information displayed on the EPG is coordinated between the individual programmers and Tribune Media Services. EchoStar does not have editorial control over that information. Nonetheless, we are extremely concerned that the EPG does not always reflect accurate information, and as such we have notified Tribune Media Services to request that they investigate this issue.

After a complete internal investigation which involved using EchoStar equipment and spending hundreds of hours viewing various programming, the research results were



then cross referenced with a DirecTv set top box. The findings of that comparison were indistinguishable, and thus we are confident that the problems Mr. De Mello alleged in his complaint are programmer related. EchoStar will continue to pass through all closed captioning signals received in order to provide access to our hearing impaired subscribers. If we can be of further assistance, please don't hesitate to contact us in the future.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read "David Moskowitz", written over the printed name.

David Moskowitz  
Executive Vice President and  
General Counsel

CC: Justin De Mello

**FCC 04-N 93274 LIST OF COMPLAINTS RECEIVED VIA EMAIL FROM CONSUMER**

Consumer: Justin DeMello, Albuquerque, NM

Consumer states he purchases America's Top 120 package for \$385.00 per year (paid once annually, with additional charges for Albuquerque, NM Local TV stations for \$5.99 per month, and "HBO The Works," for \$13.99 per month, and an Additional Receiver Access Fee for \$4.99 per month plus State & Local Taxes at about \$1.25 per month.

**ALLEGATION: Multiple instances of Lack of Closed Captioning, or Dropped or Garbled Captioning, or No Pass Through of Captioning by DISH Network Satellite TV Service**

Channel 114, E! Channel

On 9/13/04, at 10:20 p.m. MTN Time, program called "Praise The Lord," scheduled for 10:00-11:00 p.m. , DISH Net program channel guide says it's Closed captioned: no closed captioning.

On 9/13/04, at 2:23 p.m. MTN Time, program called "Saturday Night Live," scheduled at 2:00-3:00 p.m. , DISH Net program channel guide says it's Closed captioned; no closed captioning.

Channel 135, BBC Channel

On 9/13/04, at 6:50 p.m. MTN Time, program called "Randall and HopKirk (Deceased)," shown at 6:00-7:00 p.m. , channel guide says it's Closed captioned: no closed captioning all.

Channel 166, Station CMT

On 9/13/04, at 6:55 p.m. MTN Time, program called "Country Music Awards," scheduled at 6:00-8:00 p.m. , channel guide says Closed captioned: no closed captioning.

Channel 180, ABC FM

On 9/14/04, at 10:17am and at 10:37 a.m. MTN Time, program called "Full House," scheduled 10:00-11:00am and DISH Net program channel guide says it is CC'ed: dropped closed captioning.

On 9/14/04, at 11:50am MTN Time, program called "Family Matters," no closed captioning.

Channel 182, DISC Channel,

On 9/13/04, at 3:17 p.m. MTN Time, program called, "Great White Attack: A True Story," scheduled for 3:00-4:00 p.m. , DISH Net program channel guide says it's Closed captioned: no closed captioning.

Channel 189, Channel DHLTH

On 9/14/04, at 10:26am MTN Time,, show called "Chicago Hope," scheduled at 10:00-11:00am says its Closed captioned: no closed captioning.

Channel 144, ESPN2

On Monday, September 13, 2004 for program called "NFL Monday Quarterback," scheduled at 11:00am-2:00 p.m. . Schedule and DISH Net program channel guide says it's closed captioned but no closed captioning beginning at 11:50 a.m. until 1:00 p.m. : no closed captioning (for approximately 2 hours).

Channel 137, FX Channel

On 9/13/04, at 1:50 p.m. MTN Time, program called "Married With Children," scheduled for 1:30-2:00 p.m. , channel guide says it's Closed captioned: no closed captioning.

Channel 2, KASA-TV (Fox)

On 9/13/04, at 9:02 p.m. MTN Time, program called "Fox News," scheduled for 9:00-10:00 p.m. , DISH Net program channel guide says it's Closed captioned: dropping and losing of closed captions.



- a. Captions in and out. Went out 3 times for about 20 seconds each in 3 minutes of programming.
- b. Captions went out at 9:07 p.m. – in again at 9:08 p.m. .
- c. Captions went out at 9:09 p.m. – in at 9:11 p.m.
- d. Captions went out at 9:11 p.m. for 15 seconds
- e. Captions went out at 9:12 p.m. for 30 seconds then went to commercial.
- f. Captions went out at 9:15 p.m. – came in at 9:17 p.m.
- g. Captions went out at 9:18 p.m. – came in at 9:19 p.m.
- h. Captions went out at 9:24 p.m. – came in at 9:26 p.m.
- i. Captions went out at 9:26 p.m. – went to commercial at 9:27 p.m.
- j. Captions went out at 9:30 p.m. – came in at 9:32 p.m. for a few seconds.
- k. Captions went out at 9:32 p.m. – came in at 9:34 p.m. for a few seconds.
- l. Captions went out at 9:34 p.m. – came in at 9:35 p.m. for a few seconds.
- m. Captions went out at 9:35 p.m. – came in at 9:36 p.m. for a few seconds then went to commercial.
- n. Captions went out at 9:40 p.m. – came in at 9:42 p.m. for 3 seconds then went to commercial.
- o. Captions went out at 9:46 p.m. – came in at 9:51 p.m. for couple of seconds.
- p. Captions went out at 9:51 p.m. – came in at 9:53 p.m. for couple of seconds then went to commercial.
- q. Captions went out at 9:58 p.m. – came in at 9:59 p.m. for a few seconds then program ended.

#### Channel 50, KASY-TV

On 9/13/04, at 10:17 p.m. MTN Time, program called “Seinfeld,” scheduled for 10:00–10:30 p.m. , DISH Net program channel guide says it’s Closed captioned, no closed captioning except for some captions that appear as “pure gibberish and then go out again.”

On 9/14/04, at 8:19am MTN Time, program called “The Andy Griffith Show,” scheduled for 8:00–8:30am says its Closed captioned: no closed captioning from 8:19 a.m. onward.

#### Channel 11, KCHF-TV

On 9/14/04, at 8:13am MTN Time, program called “The 700 Club,” scheduled for 8:00–9:00am, DISH Net program channel guide says its Closed captioned: Captions are missing or virtually unreadable most of the time with words running together, misspelled, missing letters, and garbled.

#### Channel 5, KNME-TV

On 9/14/04, at 11:44am MTN Time, program called “Reading Rainbow,” scheduled for 11:00am – 2:00 p.m. , DISH Net program channel guide says its Closed captioned: Consumer writes: “No captions but now and then a string of complete gibberish comes out as captions with special characters and letters strung together.”

On 9/13/04, at 6:31 p.m. MTN Time, program called “BBC World News,” scheduled at 6:30 p.m. –7:00 p.m. , DISH Net program channel guide says it’s Closed captioned: consumer reports no closed captioning.

#### Channel 4, KOB-TV

On 9/14/04, at 12:08 p.m. MTN Time, program called “Eyewitness News 4 at Midday,” scheduled for 12:00 p.m. –1:00 p.m. , DISH Net program channel guide says its Closed captioned: consumer reports dropped closed captioning as follows:

- a. Captions went out for 20 or so seconds at 12:08 p.m. before commercial cutting out the news broadcast for that amount of time.
- b. Captions went out at 12:14 p.m. – came back in at 12:18 p.m. .

On 9/13/04, at 6:15 p.m. MTN Time, program called “Eyewitness News at 6:00 p.m. ,” scheduled for 6:00–6:30 p.m. , DISH Net program channel guide says it’s Closed captioned: consumer reports missing closed captioning with “captions were often garbled and badly misspelled,” specifically

- a. Weather portion of show not captioned. Began at 6:16 p.m. . Captions stopped and did not resume till 6:20 p.m. .
- b. Captions came on at 6:20 p.m. garbled, unintelligible, for 20 seconds then stopped.



- c. Captions resumed at 6:23 p.m. during sports news then went out for 30 seconds live shot, then came back again after live shot. Went out again for 15 second live shot then came back to sports.
- d. Captions went out again at 6:25 p.m. then back at 6:26 p.m. then cut to commercial within 5 seconds cutting off captions midstream.

#### Channel 27, KRPV-TV

On 9/13/04, at 5:35 p.m. MTN Time, program called "John Hagee Today," scheduled for 5:30 p.m. - 6:00 p.m. , DISH Net program channel guide says it's Closed captioned: no closed captioning.

On 9/14/04, at 10:33am MTN Time, program called "John Hagee Today," scheduled at 10:30-11:00am, DISH Net program channel guide says its Closed captioned: no closed captioning.

On 9/14/04, at 9:08am MTN Time, program called "Believer's Voice of Victory," scheduled at 9:00-9:30am, DISH Net program channel guide says its Closed captioned: no closed captioning.

#### On Channel 13, KRQE

On 9/13/04, at 4:00 p.m. MTN Time, program called "News 13," scheduled 4:00-4:30 p.m. , DISH Net program channel guide says it's Closed captioned; dropped or missing closed captioning. Consumer writes: "Captions were sporadic. This is typical of this stations news." Specifically:

- a. Weather broadcast at 4:07 p.m. captions stopped - resumed again after weather spot at 4:08 p.m. .
- b. Live portion began for a news spot at 4:14 p.m. - not captioned for 35 seconds.
- c. Weather portion of show not captioned. Began at 4:16 p.m. . Captions stopped and did not resume until 4:20 p.m. .
- d. Captions came on at 4:20 p.m. garbled, unintelligible, for 20 seconds then stopped and never came back on for the rest of the news till 4:30 p.m. .

Station = KRQE

On 9/13/04, at 4:30 p.m. MTN Time, program called "News 13 at 4:30 p.m. ," scheduled for 4:30 p.m. - 5:00 p.m. , DISH Net program channel guidesays it's Closed captioned: dropped or missing closed captioning. Consumer writes: "Captions were often garbled and badly misspelled." Specifically:

- a. Weather portion of show not captioned. Began at 4:47 p.m. . Captions stopped and did not resume till 4:55 p.m. .

Consumer writes: "This is typical of every single news broadcast out of KRQE."

#### On Channel 19, KWBQ-TV

On 9/13/04, at 1:45 p.m. MTN Time, program called "The Andy Griffith Show," scheduled for 1:30 p.m. - 2:00 p.m. , DISH Net program channel guide says it's Closed captioned: no closed captioning.

On 9/14/04, at 11:12am MTN Time, program called "Cosby," scheduled for 11:00am - 11:30am, DISH Net program channel guide says its Closed captioned: no closed captioning.

On 9/13/04, at 10:13 p.m. MTN Time, program called "Married With Children," scheduled for 10:00 p.m. - 10:30 p.m. , DISH Net program channel guide says it's Closed captioned: no closed captioning.

#### Channel 108, LIFE channel

On 9/14/04, at 11:17am MTN Time, program called "Unsolved Mysteries," scheduled for 11:00am - 12:00 p.m. , DISH Net program channel guide says its Closed captioned: no closed captioning.

On 9/14/04, at 10:05am MTN Time, program called "Unsolved Mysteries," scheduled for 10:00am - 11:00am, DISH Net program channel guide says its Closed captioned: no closed captioning.

#### Channel 128, WE Channel

On 9/13/04, at 10:45am MTN Time, movie called "The Cure, scheduled for 9:00 p.m. to 11:00 p.m. , program guid says it's CCed: no closed captioning.

#### Channel 260, TBN

On 9/13/04, at 2:18 p.m. MTN Time, program called "John Hagee Today," scheduled for 2:00 p.m. - 3:30 p.m. , DISH Net program channel guide says it's Closed captioned: no closed captioning.  
On 9/13/04, at 8:55 p.m. MTN Time, program called "Praise The Lord," scheduled at 8:00 p.m. -10:00 p.m. , DISH Net program channel guide says it's Closed captioned: no closed captioning.

Channel 160, MTV

On 9/14/04, at 8:50am MTN Time, program called "The Real World," scheduled for 8:30am - 9:00am, DISH Net program channel guide says its Closed captioned: no closed captioning.

Channel 171, NICKW

On 9/13/04, at 8:46 p.m. MTN Time, show called "The Fairly Odd Parents," scheduled for 8:30 p.m. - 9:00 p.m. , DISH Net program channel guide says it's Closed captioned: no closed captioning.

Channel 168, SPIKE TV

On 9/14/04, at 9:19am MTN Time, program called "MacGyver," scheduled at 9:00am-10:00am, DISH Net program channel guide says its CCed: no closed captioning.

Channel 183, TLC

On 9/14/04, at 11:46am MTN Time, movie called "A Wedding Story," scheduled at 11:00am-12:00 p.m. , DISH Net program channel guide says its CC;d no closed captioning.

Channel 106, TVLND

On 9/14/04, at 11:15am MTN Time, program called "MacGyver," scheduled at 11:00am - 12:00 p.m. , DISH Net program channel guide says its Closed captioned: no closed captioning.

Complaints received via email.

END